



SOUTHEAST REGION LICC REPORT (5/04)



Acting First Steps Facilitator: Rachel Terbrock, Representing 28 counties

Regional LICC Status:

Reporting Date: May 14, 2004

Active LICCs: 9 active LICCs, representing 22 counties

Inactive LICCs: 6 counties in the southeast region (Crawford, Howell, Oregon, Perry, Reynolds, & Shannon) are not currently represented by an LICC.

LICCs in development: 1 - Bootheel LICC (Dunklin/New Madrid/Pemiscot Counties) to hold 1st membership meeting on July 12th & will meet bi-monthly.

Primary Outcomes of the Southeast LICCs:

1. Public Awareness and Child Find
2. Provider Recruitment
3. Increasing LICC membership
4. Building a community resource network

Summary of Activities & Accomplishments:

The Southeast Region has 9 active LICCs who meet on a regular basis (7 meet monthly & 2 meet bi-monthly). 3 LICCs have chosen to recess during the summer and will resume their meetings in September. Each LICC has developed specific goals/outcomes that are specific to meeting the needs of their community, as outlined below:

- *Butler/Carter/Ripley/Wayne LICC* - off to a good start! 10 in attendance at the May 10th membership meeting. A chairperson & secretary were elected at the April meeting. LICC members are actively working in public awareness and Child Find, posting flyers around the 4 county area and sharing information & brochures with area agencies. Members also are networking with local agencies and resources in an attempt to increase LICC membership & further scope of work activities. Will recess during the summer & resume meeting in September.
- *Cape Girardeau/Bollinger LICC* - Continue to draw new members to monthly meetings. Elected a chairperson and secretary at April membership meeting. Distributing flyers, brochures, and First Steps program information to area agencies. Creating a database of agencies and providers in the 2 county area and each member to cover a certain area in public awareness activity (making and delivering information packets in the community, distributing flyers, and increasing LICC membership while promoting the program).
- *Dent Co LICC* - members continue to work on overall public awareness of the First Steps program and increasing LICC membership to more effectively plan for local needs. Will recess during the summer but planning a larger interagency meeting in early September to draw various community agencies to the meetings and build a partnership with local programs/agencies.
- *Franklin/Gasconade Co LICC* - Sponsored community Building Strong Families Workshop, in collaboration with University Extension Center, on April 29th & May 1st (13 community members in attendance each day). Made resource packets (including First Steps & local contact names/numbers) and distributed at the Workshop. 1 LICC member & 3 Franklin Co families attended the April 22nd proclamation signing to officially establish April 24th as First Steps of MO Day. Members continue to post flyers and distribute brochures to area agencies.
- *Mineral Area LICC (Iron, Madison, & St Francois Counties)* - focus on recruiting members to establish a cross-representation of agencies & resources. Planning speaker(s) for September membership meeting. Developing ideas to increase public awareness of the program, the referral process, and Child Find activities to more effectively meet the needs of area children and families. Will recess during summer months.

- *Phelps/Pulaski Co LICC* - members working towards goals of public awareness & member recruitment. Will soon be implementing a parent survey to get feedback from families and determine effectiveness of the program at a state and local level. Brochures distributed around counties and information shared with local providers.
- *Ste Genevieve Co LICC* - goals include Child Find and member recruitment. Distributing brochures and flyers around county to help with this goal. Planning parent meetings and speakers as part of community service and LICC and First Steps awareness.
- *Tri-County LICC (Mississippi, Scott, & Stoddard Counties)* - formerly SEMO LICC - changed name at May 10th membership meeting, as the original 8 county region recently divided into 3 separate LICC groups. Group focus is on public awareness, provider recruitment, and increased LICC parent & community participation.
- *Washington Co LICC* - combine with the C-2000 Partnership group on a monthly basis to build a resource network and promote Child Find for the program.

Key Points the Southeast LICCs want to provide the SICC:

- Lack of providers & family choice--main concern throughout the region. It is difficult to recruit new providers let alone keep current providers. There is little to no choice for families when choosing service providers. Most providers are not willing to travel into other areas/counties because of no reimbursement of mileage.
- Tri-County LICC members are very concerned about the lack of provider availability in their area. For example, one direct therapist who was working with area families was fired by several families because of poor quality of service (no shows, not providing full 1 hr sessions as authorized, not much interaction/consultation when working w/ child & family). As this was the only provider in the area for this particular service, when the families fired this person, they are said to be "refusing services" and thus the service is not being provided to the child as outlined as a need in the IFSP. This is of great concern to the LICCs when they are out promoting the First Steps program and working with local families.
- Most southeastern counties feel the overall quality of service delivery is good and see no major problems, though they agree that oversight needs to be done to avert any potential problems.
- The LICCs also have concerns about the current First Steps modules. They agree the trainings are necessary to those contracting to do services, but they feel the information received in these trainings can be condensed into 1-2 days of training overall (vs 4+ 1 day modules as available now). They feel that less time needs to be given on the First Steps philosophies and more time spent on the hands-on and real learning experiences so that the participants can walk away with new knowledge to apply to their work, which would improve the quality of services to families and less confusion to providers in their roles.
- LICCs are focusing on public awareness and Child Find activities in their communities. They feel that this education and awareness is having a positive effect overall as there are more referrals being made. However, continual work needs to be done in educating the public and professionals (namely doctors, schools, and families) on the proper procedures in making referrals and understanding the eligibility aspects of the program. Several of the LICCs are doing this by giving presentations to community agencies/resources, providing general First Steps informational packets to agencies, and posting flyers. Activities in this area are limited due to LICCs receiving no state funding and few (if any) donations.
- Uncertainty of the First Steps program direction and budget--several of the LICCs feel that sometimes there is a lack of communication from the administration of First Steps that undermines the providers and program as a whole. Those LICCs who have been in existence for several years feel that they have lost credibility among the local agencies and individuals involved with young children because of the many and frequent changes in the direction of the program and the role of the LICC as directed from DESE.
- LICC members do feel the SPOEs (Regions 7, 19, 20, 21, 22, & 23) are doing an effective job in handling referrals and determining eligibility. The intake process is generally timely and very family-friendly. The quality of work & professionalism is high and should be commended, especially considering that the SPOEs are understaffed and work long & hard hours.